MEETING MINUTES
Treasure Coast
Palm Beach District
5/17/2021
Conference Call

OMBUDSMAN PROGRAM REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Present ☒</th>
<th>Present ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand, Linda</td>
<td>Present ☒</td>
<td>Nubi-Collins, Valerie Present ☒</td>
</tr>
<tr>
<td>Heitz, Cheri</td>
<td>Present ☒</td>
<td>Rae, Sandra Present ☐</td>
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<tr>
<td>Hardwick, William</td>
<td>Present ☒</td>
<td>Vogel, Joseph Present ☒</td>
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<tr>
<td>Lanagahan, Janice</td>
<td>Present ☒</td>
<td>Wolfe, Elizabeth Present ☒</td>
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<tr>
<td>Lentz, Larry</td>
<td>Present ☒</td>
<td>Sheila Mitchell, Palm Beach DOM Present ☒</td>
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</tbody>
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GUEST(S)
NONE

OPEN SESSION
▪ Called to order at 10:00 a.m. Quorum Established: ☒ Yes ☐ No
▪ Open Session Statement Minutes Approved: ☒ Yes ☐ No (2/15/2021)

UPDATES/REPORTS
▪ Council Chair Larry Lentz
  o Opening Statement
  o Call to Order
▪ District Ombudsman Manager Sheila Mitchell
  o Discussion of Minimum Data Set
    ▪ Usefulness in complaint investigation
    ▪ Information contained in MDS
    ▪ Normally kept separate from the resident’s record/chart
  o Re-entry and Revised Guidance
    ▪ District Ombudsman Manager is checking AHCA website for current outbreaks. Important for Volunteers to notify Office when they are scheduling a visit.
    ▪ Discussed CMS guidelines for when a new case of COVID among residents or staff is identified.
    ▪ PPE available from Office
    ▪ CMS guidelines encourage the visitation of residents to be ‘person-centered, considering resident’s physical, mental and psychosocial well being and support their quality of life”.
Visitors in most facilities are having to schedule visitation. Office is receiving a number of complaints regarding facilities not answering phones.

- **State Council Representative Valerie Nubi-Collins**
  - Requested items for discussion at upcoming State Meeting

**NEW BUSINESS**
- Council discussion on Ombudsman re-entry and Assessments.

**PUBLIC COMMENTS**
- None

**ADJOURNMENT**
- Open Session adjourned at 10:45 a.m.